



Queensway
Carleton
Hospital



PATIENT INFORMATION HANDBOOK

Available in alternate formats on request.

April 2026

Contents

- Who We Are 5**
- Declaration of Patient Values 6**
 - Allergy Alert – Scent Free Environment 7
- Hospital Information Quick Guide 7**
 - ATM Machine 7
 - Cafeteria 7
 - Finance Cashier 7
 - Fire Alarms and Exits 7
 - Important Phone Numbers 8
 - Information Desk and Call Centre 8
 - Lost and Found Items 8
 - Personal Belongings 8
 - Washrooms 8
 - Personal Medications 8
 - What should I bring to the hospital? 9
 - Clean Hands Prevent Infections 10
- Clinical Information 10**
 - Patient and Staff Safety 10
 - Pressure Injuries 11
 - Delirium 11
 - Avoiding Falls 11
 - Goals Of Care Designation 12
 - Patient Identification 13
 - Consent For Treatment 14
 - Nursing Bedside Shift Report 14
 - Intentional Rounding – Hourly Check-In 14
 - Concerns? 15
 - Discharge Information 15
 - The QCH Gift Shop 16
- Hospital Services & Resources 16**

Food Services	16
Parking and Parking Rates	17
E-Mail and Mail	18
Feedback	18
Patient and Family Advisory Council (PFAC)	18
Protection Services (Security)	18
Pet Visitation	19
Smoke-Free Environment.....	19
Spiritual Care.....	19
Telephone Service	20
Transportation	20
TV Rental Service.....	20
Taxi Service	20
Tim Hortons	20
Vending Machines	20
Visiting Patients	21
Who is a Care Partner?	21
Who is a Visitor?	22
Intensive Care Unit (ICU)	22
Mental Health Inpatient Unit	22
Childbirth Program	23
Park Place	24
Protecting Privacy - Your Personal Health Information	25
For Ontario Resident with Valid OHIP Card.....	26
Charges and Payment Information.....	26
Patients with Health Cards from Other Provinces or from a Federal Health Insurance Program.....	26
Patient Accommodation.....	27
Frequently Asked Questions.....	27
Queensway Carleton Hospital Foundation.....	32

Who We Are

Queensway Carleton Hospital provides care to 50 per cent of the population of the City of Ottawa. We are a recognized regional leader delivering new approaches to patient care. Responsive and agile, we collaborate with our partners to respond to the region's most pressing health care challenges through advanced programs and services that put the person at the centre of patient care.

Our Values

- Collaboration
- Accountability
- Innovation
- Respect

Our Cornerstone Programs

- Emergency Services
- Medical Services
- Surgical Services
- Critical Care Services
- Geriatric Services
- Acute Rehabilitation Services
- Childbirth Services
- Mental Health Services

Declaration of Patient Values

I have the right to:

- Receive all facts about my diagnosis and prognosis in a language I understand, so I can make informed decisions on all aspects of my care.
- Ask questions freely.
- Make decisions in collaboration with my family/Care Partner and health care providers.
- Be listened to, have my views heard and actively participate in my care.
- Refuse treatment and/or get a second opinion (except as directed by Public Health).
- Be treated with dignity, respect and receive equitable, compassionate treatment.
- Be treated in a safe environment.
- Have my privacy and confidentiality protected and know my information will not be shared without my permission or discussed in public places.

I am responsible for:

- Providing my health-care team with accurate information about past and present illnesses, my current health and medications, as well as any changes in my condition.
- Being respectful and courteous and refraining from verbally or physically abusing others.
- Respecting the rights, property, privacy and diversity of all.
- Complying with the rules and practices of the hospital.
- Paying all costs not covered by insurance.
- My personal belongings.
- Protecting my personal health information when using the patient portal or in virtual meetings.

Hospital Information Quick Guide

Allergy Alert – Scent Free Environment

All patients and visitors are asked to refrain from wearing perfumes, colognes and personal care products that are highly scented. Flower arrangements must also have a low scent. Flowers are not permitted in the ICU.

ATM Machine

There are two ATM machines - one located at the Main Entrance and a second located next to Tim Hortons.

Cafeteria

Located on Level 1, the cafeteria provides breakfast and lunch service, Monday to Friday, from 7 a.m.–1:30 p.m. Outside of cafeteria hours, vending machines are available in the cafeteria and in the Emergency Department (Level 2). Tim Hortons is also open Monday to Friday 7:00am to 10:00pm, and Weekends from 7:30 am to 10:00pm.

Finance Cashier

If you plan to make hospital payments in person using debit, cash, cheque or credit card, please visit the cashier desk between 9 a.m.–3:00 p.m., Monday to Friday (except statutory holidays). The Cashier is located past the main lobby Information Desk and to the left.

Fire Alarms and Exits

Fire exits are clearly marked on each floor. Upon hearing a fire alarm, please return to your room with any family or visitors. Staff on your unit will provide you with directions if any action is necessary. Please stay there until “ALL CLEAR” is announced.

Hospital Services & Resources

The QCH Gift Shop

You are invited to visit The Gift Box located near the Main Entrance. The Gift Box is operated by Volunteer Resources and carries a wide variety of items including gifts for every occasion: newspapers, magazines, fresh flowers, cards, personal care items, confectionary, newborn products, and stamps. Pre- and post-surgical supplies can be purchased at The Gift Box. Proceeds raised support hospital programs.

Hours of Operation:

- Monday to Friday: 9 a.m. to 8 p.m.
- Saturday and Sunday: 9 a.m. to 4 p.m.

Hours are subject to change due to staffing availability.

Food Services

Food Services is committed to providing you with healthy and delicious meals. You will meet with a clinical dietician to personalize your menu. Meals are delivered at approximately 8 a.m., 12 p.m. and 5 p.m., every day. Nourishments are available between meals for those with special diets.

Patient meals can be order through the “CBORD Patient” app. Simply download the app to view daily menus, select preferences, and order meals.

When creating your account and placing an order through the app, please use the following **Facility ID: QCHK2H8P4**

If you cannot access the patient meal ordering app, please let your nurse know and they will contact Food Services. For more information and app instructions, visit www.qch.on.ca/PatientMeals

Meals for Care Partners can be purchased at a nominal fee through Food Services. Please call 613-721-2000 ext. 1100 between 5 a.m. and 7:30 p.m. for more information.

Please note: QCH provides kosher and Halal meals upon request. Families who find themselves in hospital over the Jewish Sabbath, or in emergencies where they find themselves unprepared, are invited to speak with the dietitian about access to The Kosher Pantry.

Patient Meal Ordering

Available on personal mobile devices, anywhere.

Step 1: Download the Patient Meal App by scanning the QR Code or visit patient.cbord.com/login



Step 2: Click “Create Account”

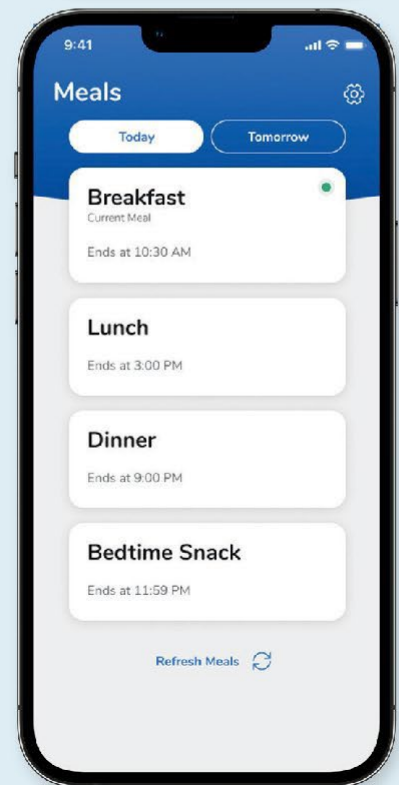
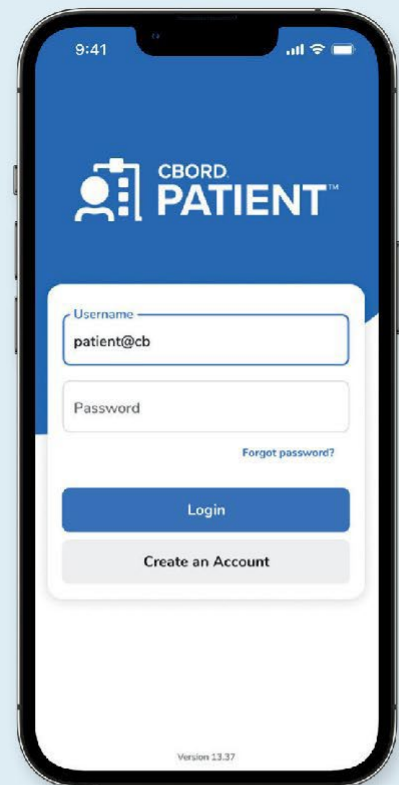
Step 3: Select appropriate box and check age attestation. Click “Next”

Step 4: Enter facility ID: **QCHK2H8P4**

Step 5: Enter your Date of Birth and Medical Record Number.

Step 6: Enter your email to create an account. If you skip this step, you’ll have to re-enter your information for each order.

Step 7: Select the day and meal for which you would like to enter menu selections. Add items to order and submit.



To learn more, please visit www.qch.on.ca/PatientMeals

Important Phone Numbers

- Queensway Carleton Hospital: 613-721-2000
- Queensway Carleton Hospital Foundation: 613-721-4731

Information Desk and Call Centre

Located at the Main Entrance, volunteers at the Information Desk can help with directions, Monday to Friday from 8 a.m.–4 p.m. During off-hours, Call Centre Agents (located past the Information Desk, to the left) are available.

Lost and Found Items

Lost one of your belongings? Inform a member of your care team or call extension 1701. After one-year unclaimed valuables (eg jewelry, wallets, phones) items will be disposed of. General items (eg. Clothing, bags, shoes) are disposed of after 60 days.

Personal Belongings

Please only bring minimum personal belongings and label them with the patient's name. Leave all valuables at home. If you have surgery pre-booked, refer to those documents for a list of items to bring. We recommend you only bring wipes if they are necessary. Please note, they are not flushable and belong in a garbage bin. Hospital gowns are recommended if patients have drains or tubes.

Washrooms

Fully accessible public washrooms are located throughout the hospital and clearly identified by signage. Please note, washrooms located in patient rooms are not for public use.

Personal Medications

During your hospital stay, only medications prescribed by your QCH physician and provided to you by your QCH nurse may be taken.

We may be required to temporarily hold, stop or change your home medications. Failure to comply with these directives may result in your harm (i.e. an overdose or worsening of your condition).

Your QCH care team will discuss any changes or questions with you. If you have concerns, please talk to your nurse or physician or ask to speak to a

hospital pharmacist.

What should I bring to the hospital?

If you are being admitted:

- Your health card.
- A current list of all medications in a printout from your pharmacy.
- A list of allergies, including the type of reaction.
- Eyeglasses, hearing aids, etc. – in a case is preferred.
- A small supply of incontinence products you would normally use.
- Electronic devices with charging cords as needed.
- Walking shoes that tie on and wrap around your heel.
- If needed, please bring your walker or cane or electric wheelchair.
- Information/record regarding pacemaker, implants, etc.
- Your CPAP/BiPAP machine if you use one at home.
- Bring in your personal bag with one set of comfortable clothing.
- Your own reusable water bottle.
- Toothbrush, toothpaste, soap, deodorant, shaving cream, electric razor, brush or comb and Kleenex™, and any other products you use regularly.
- Do not bring any valuables to the hospital.
- QCH permits battery-operated appliances. Plug in devices are not permitted, nor are portable televisions, and heating devices of any type (i.e. electrical heating pads, coffee pot, curling irons, etc.).

Clinical Information

Clean Hands Prevent Infections

It is important that you, your health care providers, and your visitors have clean hands. There are two ways to clean hands:

- Wash thoroughly with soap and water.
- Rub thoroughly with alcohol-based hand sanitizer for 15 seconds.

Your care providers must clean their hands. As a patient, you have the right to ask your health care providers to wash their hands.

There is zero tolerance for discrimination or aggressive behaviour

Thank you for being respectful



We are committed to the safety of our staff, patients and visitors

Patient and Staff Safety

Safety is everyone's responsibility. We do not permit aggressive behavior of any kind. By law, we must inform staff when there is a risk of violence. By keeping everyone safe and informed, we can better meet the needs of our patients and families. Please be respectful to those providing you care.

Pressure Injuries

Pressure injuries, commonly known as a bed sore or pressure ulcer, is skin damage that can occur from lying down for too long or if something is pressing, sliding, or dragging against skin, making it vulnerable to injury.

It's important to take preventative and protective measures to reduce risk:

- Look at your skin: if it's red after lying on it, avoid rubbing or putting pressure on the area until the redness is gone.
- Move your body when you start feeling uncomfortable; lift, don't drag.
- Nutrition: eat enough nutritious food or drink enough fluids to keep your skin healthy; if you aren't, please tell your care provider.
- Keep your skin hydrated by drinking water or applying moisturizer.

Delirium

Delirium is a sudden, confused state of mind, often caused by certain medications, a change in environment, surgery, dehydration or constipation. People experiencing delirium might see and hear things that are not there or have trouble paying attention. Your health care team will follow appropriate strategies to prevent and manage delirium. You can help by bringing glasses, hearing aids, dentures, and/or supportive shoes if applicable, for your hospital stay.

For more information, please scan the multilanguage QR code from the Regional Geriatric Program of Toronto or visit <https://rgptoronto.ca/resource/6-ways-to-prevent-delirium-poster-multi-language/>



Avoiding Falls

Falls are the leading cause of injury among older adults. Below are several safety tips to reduce or eliminate the possibility of a fall or related injury:

- Make sure the call bell is in reach; use it if you feel weak or need help.
- Use your walking aid or ask the team for support if you need it.
- Always wear non-skid socks or shoes.
- Never lean on items with wheels.
- Let staff know when spills happen.
- Remove clutter that may cause trips.

Goals Of Care Designation

The Goals of Care Designation is a medical order used to describe and communicate the general focus of your care, including your preferred location of care. You may never need your advance care plan – but if you do, you’ll be glad that it’s there and that you have had these conversations with your Substitute Decision Maker (SDM), your health-care team and your family, to make sure that your voice is heard when you cannot speak for yourself. Talk to your health-care team about which Goal of Care designation best reflects your health circumstances and your wishes and values.

1. Resuscitative Care (R): The focus is to extend or preserve life using any medical or surgical means. This includes, if needed, resuscitation and admission to the intensive care unit.
2. Medical Care (M): Medical tests and interventions are used to cure or manage an illness as best as possible but resuscitative or life support measures are not used. This is appropriate when resuscitative or life support measures won’t work, or the patient chooses against them.
3. Comfort Care (C): The focus of care is to provide comfort to ease a person’s symptoms without trying to control the underlying illness. This is for people who have a life-limiting illness, when treatments can’t influence the course of that illness.
4. End of Life (E): Care is focused on preparation for imminent death (usually within hours), with maximal efforts directed at symptom control.

GOALS OF CARE DESIGNATION		Chest Compressions	Intubation	ICU Admit	Surgery	Transfer For Diagnosis & Treatment	Symptom Control
R Resuscitative Care	1	✓	✓	✓	✓	✓	✓
	2	X	✓	✓	✓	✓	✓
	3	X	X	✓	✓	✓	✓
M Medical Care		X	X	X	✓	✓	✓
C Comfort Care		X	X	X	Can consider, if required for pain and symptom control		✓
E End of Life		End of Life Pathway					

Things to think about:

When determining what your Goals of Care are, consider whether they're for prevention, cure, prolonging life, or end of life care.

You may find it helpful to talk to others about your care wishes, including:

- A healthcare team member, such as a doctor, nurse, or social worker.
- Chaplain or someone in your faith group.
- Your spouse or partner, or other family members or friends.

Understanding your medical condition is important. You may want to ask:

- Is it possible to cure my illness or disease?
- What are the ways of improving the quality of my life at this point?
- Are other medical problems or side effects likely to arise?
- What can I expect to happen in the next weeks/months?
- What other medical interventions can be provided if I choose not to accept cardiopulmonary resuscitation (CPR)?

Once admitted to hospital, we ask you to consider the following to help us understand what is important to you:

- What represents a good quality of life for me?
- Will I still be able to experience things that make my life meaningful?
- Do I want everything done to prolong my life even if I do not have a good quality of life?
- Do I have cultural or religious values that influence my care decisions?

For more information, visit www.advancecareplanning.ca

Patient Identification

Our staff, physicians and volunteers will be asking you to identify yourself by stating your name and your date of birth or address (or they'll check your arm band) at the following points of care, prior to:

- Beginning any assessment, procedure, or treatment.
- Administration/dispensing of medication.
- Any therapy or diagnostic procedures at the point of transfer of care.
- Sharing of health information with other health-care professionals.

Your safety is important to us. Checking your identity every time is simply safe practice!

Consent For Treatment

You will be asked to sign a consent form for certain tests, procedures, and treatments. Information on benefits, risks and options must be provided by the health-care practitioners who are providing you care; this is called Informed Consent.

You have the right to refuse treatment, and it is important that you understand the implications of your decision. If you are unable to consent to treatment for any reason, you must appoint a Substitute Decision Maker (SDM). The name of your SDM must be provided at registration. Information regarding SDM and Power of Attorney kits are available through Social Work. Dial: 613-721-2000 ext. 3750.

Nursing Bedside Shift Report

Patients are invited to take part in Nurse Bedside Shift Report during shift change as one way to partner in care: 7:15–7:45 a.m. and 7:15–7:45 p.m.

During nursing bedside shift report:

- Nurses changing shifts will introduce themselves.
- Talk with you about your health, the reason you're in hospital and your care plan.
- Check all medications, IVs, incisions, or injuries and discuss upcoming tests and labs.
- Encourage you to ask questions and share concerns.

You are an important part of the health-care team. We want you to have complete and timely information about your care. If a nurse uses any words or shares information that you do not understand, please ask for clarification.

You can invite a family member or friend to stay during Nurse Bedside Shift Report. We'll only talk about your health with others when you say it's okay.

If you are in a shared room, your family members may be asked to leave when the nurses are conducting a report with your roommate.

Intentional Rounding – Hourly Check-In

An important part of providing you with exemplary care is ensuring that your needs are anticipated and supported. You will be visited by a care provider:

- Every hour: 6 a.m. to 10 p.m.
- Every two hours: 10 p.m. to 6 a.m.

Concerns?

If you have a concern regarding your care or your loved one's care, please contact the clinical manager on the unit or ask a member of your care team for the clinical manager's extension. An after-hours manager is available during the week (Monday to Friday) between 3:30 p.m. and 7:30 a.m., and on weekends and holidays 24 hours a day.

Discharge Information

Discharge for most inpatients is scheduled for 10 a.m. Your nurse or physician will let you know your discharge time and date so arrangements can be made with a family member or friend to assist with your departure.

Be sure you have all your belongings, after-care instructions, prescriptions, and appointment information. If you have any questions about your discharge, please ask your health-care team before leaving.

Parking and Parking Rates (Effective May 1, 2026)

Retrieve a ticket as you enter the parking lot. Please keep this ticket with you. The parking pay stations located inside the hospital's Main Entrance and in a climate-controlled booth in the parking lot accept credit, debit, and cash. Visitors also have the option of paying directly at the exit gate using a credit or debit card only.

Single-Use Passes:

Length of Time	Cost of Parking
0-15 min	Free
16-30 min	\$4.50
31-60 min	\$8.50
61-90 min	\$13.00
Daily maximum	\$16.00

Multi-Use Passes:

Type of Pass	Cost of Pass
Same-day pass (active for 24 hours upon purchase)	\$16.00
5 non-consecutive days pass	\$40.00*
10 non-consecutive days pass	\$80.00*
30 non-consecutive days pass	\$240.00*

*All multi-use passes are:

- Valid for one year.
- Good for 24-hour periods with in/out usage.
- Can be shared between visiting family members.
- Cannot be retroactively applied to previous parking charges.
- Non-refundable.

Daily parking passes can be purchased at any pay station machine. Multi-use passes are purchased from the pay station inside the QCH Main Entrance.

For Irving Greenberg Family Cancer Centre (IGFCC) parking passes, connect with the IGFCC front reception staff.

For any parking inquiries please call the Parking Office at 613-721-2000 ext. 1305.

E-Mail and Mail

Family members and friends can send their well-wishes to hospital patients online through our Patient Email form on our website at www.qch.on.ca/sendgreetings. Messages are delivered during regular business hours, Monday to Friday. Holiday or weekend messages will be delivered the following business day.

Incoming mail through Canada Post will be delivered to the patient's room. Please inform friends and family to address your mail as follows:

Your name (and unit/room number)
c/o Queensway Carleton Hospital
3045 Baseline Road
Ottawa, ON K2H 8P4

Feedback

There are many ways you can share feedback regarding your experience. If you are currently receiving care, you may wish to have a conversation with your care provider, the care facilitator or clinical manager on your unit.

If you have further questions, comments, or concerns, you can contact the patient relations ombudsman at 613-721-2000 ext. 5655. You may also submit your feedback electronically through our website at www.qch.on.ca

Patient and Family Advisory Council (PFAC)

Input from patients and their families is key to improving the patient experience. If you're interested in becoming a PFAC member, please visit our website to learn more and apply: www.qch.on.ca/PFAC

Protection Services (Security)

If you have any security-related questions or concerns, Protection Services is on duty 24 hours a day and can be contacted through your nursing team or by calling 613-721-2000 ext. 2679 or 1305. Please report any personal property loss or suspicious activity.

Security is available for escorts to personal vehicles for those with any security concerns. If you require an escort, please contact us at any time.

Pet Visitation

QCH recognizes pet therapy can be instrumental in the recovery of our patients and operate a pet therapy program for Medicine patients in coordination with Ottawa Therapy Dogs.

Pet visitation is not permitted in Intensive Care (ICU), Operating Rooms, Mental Health, Labour and Delivery, Newborn Nursery, Pre/Post Anesthesia Surgery, rooms with isolation precautions, storage/preparation areas for food, or rooms with persons at increased risk of infection or patients with allergies.

Requests to bring your pets:

- Must be approved by nurse manager.
- Pets are limited to dogs and cats and must be house pets.
- Visits are restricted to a maximum of 60 minutes.
- Patients must be acutely ill with an extended hospital stay.
- There must be no potential threat to the safety of other patients or staff.

Smoke-Free Environment

Smoking is not permitted anywhere on hospital property, including personal vehicles parked on the property. QCH offers a smoking cessation program to help avoid nicotine withdrawal. Ask your health-care team for more information.

Spiritual Care

A Spiritual Care Team member is available 24/7. During office hours a Spiritual Care Practitioner (chaplain) is on-site for all spiritual care needs. Roman Catholic Priests are available seven days per week 10 am -10pm – Monday to Sat, and 1pm -10pm on Sundays. For patients seeking specific clergy or faith community supports; the spiritual care team can facilitate these contacts, or your health-care team can contact the call center.

The Spiritual Office is located next to The Gift Box and Sacred Space on the main level, is open Monday to Friday from 8:30 a.m.–4:30 p.m. and can be reached by dialing extension 6603. Sacred Space for quiet reflection, meditation and prayer is available 24/7 next to the Spiritual Care office.

Telephone Service

Local phone service is included for inpatients with phone access bedside. To place local calls, dial 9, the area code, and the phone number.

Transportation

Hospitals pay for transport from one hospital to another or for medical appointments at another facility. Patients are responsible for transportation costs to other locations such as retirement homes. Patients must arrange for transportation before their discharge. The hospital recommends patients plan a ride home with family or friends. If this is not possible, the hospital will assist a patient to arrange for transportation.

TV Rental Service

Bedside television services are provided by LOC Medical and can be purchased 24/7.

To rent, turn the TV on and select TV Channels. Then select Rental Package and follow the prompts for payment options.

Services can also be ordered online by visiting <https://locmedical.adazur.com/>, and selecting Queensway Carleton Hospital. Follow the prompts for payment options.

Services issues? Contact LOC Medical at 1-800-263-1113 or by email at patientsupport@locmedical.com

Taxi Service

QCH has direct taxi line telephones to connect you with area taxi services. The phones are clearly marked and located adjacent to the Patient Registration area at the Main Entrance and in the Emergency Department.

Tim Hortons

Tim Hortons is located on the main floor adjacent to the Emergency Department. Hours of operation:

- Monday to Friday: 7:00 a.m. to 10 p.m.
- Weekends: 7:30 a.m. to 10 p.m.

Vending Machines

Food and beverage machines are available 24/7 in the Emergency waiting area, the Childbirth Centre waiting area, and in the cafeteria.

Visiting Patients

QCH has guidelines and policies for both Care Partners and Visitors.

Who is a Care Partner?

A person designated by the patient or Substitute Decision Maker as being especially important to the patient's recovery. They should be someone who is deeply involved in the patient's health care journey and is integral to the overall well-being of the patient. The designated Care Partner is welcome to be at the bedside at all times.

This person may also be the patient's spokesperson who will tell friends and family about the visiting guidelines and serve as a first contact for any questions on the patient's condition.

QCH welcomes up to two Care Partners to stay at the patient's bedside 24 hours-a-day on the medical, rehab, childbirth, and surgical units. The Day Surgery Unit, Post Anesthesia Care Unit and Intensive Care Unit limits this to one Care Partner only given space constraints and complexity of care.

Care Partner Etiquette:

- Please use the public washrooms, not ones in patient rooms.
- Please keep noise to a minimum. Use headphones when possible.
- During the night, use minimal lighting.
- It is important for Care Partners to be rested however, if you are staying the night, please provide your own blankets and pillows.
- Please do not wear or bring scented products to the hospital.

Who is a Visitor?

A guest of the patient or family who wants to provide well wishes and social connections. A visitor may be a friend or relative of the patient or family. Our visiting policy reflects the needs of our patients: to rest, to take part in care and treatment, and to have the support of family and friends.

Visitor Etiquette:

- Please keep your visits short to approximately 20 minutes.
- Be respectful of roommate privacy, rest and recovery.
- Children under 14 years old must always be accompanied by an adult, other than the patient.
- Please follow the infection control guidelines posted on the door. If you are unsure of what to do, talk to the nurse prior to entering the room.
- Please do not wear or bring scented products to the hospital.

Intensive Care Unit (ICU)

Two Care Partners can be identified for each patient. One Care Partner is encouraged to stay at the patient's bedside and may stay 24 hours-a-day. Please communicate the name of the Care Partners to the ICU team. Care Partners and family are encouraged to attend multidisciplinary rounds from 9–11 a.m., but visitors may be limited.

Visitors may visit any day between 10 a.m.–9 p.m. In normal circumstances we limit visitors at the bedside to two people at one time, but more may be allowed in certain circumstances. Please discuss with the nurse.

Mental Health Inpatient Unit

Visitors may visit Monday to Friday from 4–8 p.m. On weekends and holidays, visiting hours are from 12–8 p.m. Additional restrictions may apply, please consult your nurse. Please contact the unit to set up a time to visit.

Childbirth Program

Who Can Visit	Birth Unit	Mother Baby Unit	Special Care Nursery	Gynecology / Surgery
Essential Care Partner	24/7	24/7	Parents any time except during daily report times (7–7:30 a.m. and 7–7:30 p.m.).	24/7
Family, friends, and siblings of new baby		2-8 p.m., two adult visitors at the bedside at one time. Siblings must be accompanied by an adult. No children under the age of 14 years old are permitted (unless they are siblings of the newborn).	2-8 p.m. except 7-7:30 p.m. during report time. One grandparent at a time.	2–8 p.m.
Number of people at the bedside	Two including essential care partner. No switching of support people.	Three including essential care partner. Please be considerate of other patients in the room. Siblings of newborn permitted.	Two including one person assigned baby bracelet	Three visitors

Park Place

Park Place is Queensway Carleton Hospital's offsite Alternate Level of Care (ALC) inpatient unit. Park Place is part of QCH's Geriatric Program and is a 56-bed unit located at 120 Central Park Drive.

Park Place is not a rehab unit or a permanent discharge destination for patients. We offer care, support, and discharge planning assistance to patients who are medically stable, but who now require more care than can be provided at their previous care facility or home. In most cases, when you are transferred to this ALC unit, the process of discharge planning has already begun, ensuring an application can be made to the type of facility that best suits your care needs.

The team of health-care professionals include nurses, a nurse practitioner, occupational therapists, physicians, dieticians, physiotherapists, social workers, speech language pathologists, pharmacists, recreational therapists, behavioural therapists, spiritual care, administration, and volunteers.

Families can park in the retirement home parking lot but should go to the retirement home front desk for a ticket to put on their dashboard.

Inside the first set of doors there is an intercom set up for families to use. There is a button for level 4 and another for level 5. The clerk on the floor will buzz visitors up the elevator. ** Visitors are welcome to use street parking also.

Directions from QCH:

- Turn left on Baseline Rd from QCH via John Sutherland Dr
- Turn left on Merivale Rd then left onto Central Park Drive.

Protecting Privacy - Your Personal Health Information

We understand that your health information is personal and must be protected. For these reasons we will:

- Provide the best possible level of confidentiality around the collection, use and disclosure of your personal health information.
- Collect only necessary information and use that information solely for the care and treatment you are seeking.
- Disclose only information necessary for the delivery of your care and the management of the health-care system. This could include sharing information with your family doctor, a laboratory, another health care provider, your health insurance plan, or regional/provincial electronic patient records system. This could also mean disclosing information to comply with legal and regulatory requirements (i.e. the Mental Health Act), research requests, patient satisfaction surveys, QCH fundraising and teaching or statistical requirements.
- Recognize your right of access to your health information when you request it and provide copies for a fee.

Please visit the hospital's webpage on Privacy and Confidentiality for more detailed information at www.qch.on.ca/PrivacyConfidentiality

Chief Privacy Officer

privacy@qch.on.ca

Charges and Payment Information

For Ontario Resident with Valid OHIP Card

For Ontario residents, the majority of costs for a hospital admission are covered by OHIP. However, some services and medical devices are not.

For instance, paramedics in Ontario must charge for an ambulance service and that billing is done through hospitals. Other examples of items not covered by OHIP include casts, walkers, TVs, and private and semi-private accommodation. You are ultimately responsible for payment for uninsured services for which you will be billed.

Patients with Health Cards from Other Provinces or from a Federal Health Insurance Program

If you are a Canadian resident from a province outside of Ontario or a Canadian resident with a valid federal insurance card (Canadian Armed Forces, Refugee with Interim Federal Health Program), you must provide a valid health card from your province or the federal program. If you do not, you will be billed for the cost of your care. Some services and medical devices are not covered by out-of-province and federal health care plans. You are ultimately responsible for payment for uninsured services for which you will be billed.

Other Patients:

If you are not covered by a provincial health care plan, please contact our Financial Services department to better understand which services will be covered for you. Ultimately, you will be responsible for any portion not covered by the Canadian or provincial or federal governments.

Billing:

For full information, visit our website at www.qch.on.ca/HowtoPayYourBill. Payment for preferred accommodation, ambulance fees, appliances, and other uninsured procedures is due at the time of service or discharge. We will issue a receipt upon payment of account.

Questions?

If you have questions regarding your bill, please contact Financial Services at 613-721-4704 or email us at billings@qch.on.ca

Patient Accommodation

We offer three types of accommodation:

- Standard wards: three or four beds per room. Covered by OHIP for Ontario residents and provincial or federal plans if card is valid.
- Semi-private: two beds per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.
- Private room: one person per room. An extra charge applies, not covered by OHIP or your provincial or federal plan.

Upon admission, you will be asked to select the room type you prefer. We will try to meet your requests; however, rooms must be assigned on the basis of medical need as a first priority.

Please be aware that you may be admitted or transferred to a bed in a shared room where the other patient(s) is of the opposite gender. This is needed for QCH to help as many people as possible. Please speak with your nurse or physician if you have concerns.

Frequently Asked Questions

What room rate will I be charged if I have OHIP or provincial or federal coverage?

The rate you are charged is determined by the type of room you requested on your terms of admission and the type of room accommodation received. Visit our website at <https://www.qch.on.ca/WithHealthInsuranceFees> to determine the room rate you will be charged.

- If you requested a private room or a semi-private room and received it, you will be charged for what you requested.
- If you requested a private room and received a semi-private room, you will be charged for a semi-private room.
- If you requested a semi-private room and received a private room, you will be charged for a semi-private room.
- Ward rooms are no charge.

Will I be charged for being in a private room?

If you or a family member requested one, yes. If you didn't request it, or needed it for isolation reasons, no.

What if I requested private but didn't get one?

If you are placed in a semi-private room you will be charged the semi-private rate.

What if I change my mind and don't want private or semi-private anymore?

You will continue to be charged until you have filled out the "Change of Accommodation Form".

What if the hospital is absolutely full? Will I still be charged extra for private or semi-private?

Yes, if that is what you requested when they registered. There are usually more requests for private/semi-private than there are rooms available.

Why do you bill for private and semi-private rooms?

Funding for them is not provided by the government. Hospitals have to charge extra for them to help cover to the costs of patient care.

Did you find the information you are looking for?

If not, please let us know!

questions@qch.on.ca

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What if I talked to staff about changing my room, but did not fill out the "Change of Accommodation Form"?

If you want to change your room choice, you must fill out and sign the "Change of Accommodation Form". Talking to staff is not enough. You will continue to be charged until the form is completed.

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questions@qch.on.ca



**Queensway Carleton
Hospital Foundation**

Dear Patient,

Queensway Carleton Hospital (QCH) holds a very special place in my heart. Along with being recognized as one of the top hospitals in the country, it also happens to be where my four beautiful grandchildren were born.

I am incredibly proud to be the President and CEO of QCH Foundation and to play an integral role in championing the advancement of local health care within our community. Here in west Ottawa, we are fortunate to have access to world-class care, close to home, through a team of dedicated medical professionals and support staff that deliver on exceptional patient care each and every day.

QCH is providing life-saving care to the more than 500,000 people who turn to it each year and thanks to the generosity of our community, our loved ones have access to the very best treatment options available including state-of-the-art equipment and technology. With support from grateful patients, their families, and members of the community, we are raising funds to invest in the expansion of our Emergency Department, the purchase of new medical devices and upgrades to our MRI technology.



QCH has built its reputation as one of the region's leading acute care hospitals, delivering advanced care that responds quickly to the health care challenges facing our community. As we have learned through the pandemic, health care needs can change quickly and it's important to invest in programs and services today that will allow us to be prepared for the future.

I hope that you can look back on your time at QCH and remember the team who supported you through your healing process. The volunteer who brought you water, the nurse who carefully tended to a wound, the physician who kept your family informed, the team members who encouraged you with a smile.

When you think back on your experience at QCH and the importance of the hospital, I hope that you will be inspired to support the work being done to provide world-class care to our community. If you would like to make a gift, please contact QCH Foundation office at 613-721-4731 or via email qchfound@qch.on.ca. To donate online, please visit www.qchfoundation.ca.

On behalf of everyone at QCH and Foundation, I wish you a speedy recovery and good health.

Warmest regards,



A handwritten signature in black ink, appearing to read 'Shannon Gorman'.

Shannon Gorman
President and CEO
Queensway Carleton Hospital Foundation



Connect with QCH Foundation:

Website: www.qchfoundation.ca

Twitter:
<https://twitter.com/QCHottawa>

Instagram:
<http://instagram.com/qch.ottawa>

Facebook:
<https://www.facebook.com/QueenswayCarletonHospitalFoundation/>

LinkedIn:
<http://linkedin.com/company/queensway-carleton-hospital>